

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (B702) Centralized System/Web Administration and Services

TA No:	SLB033-Rev8	
Task Area Monitor:	Alternate Task Area Monitor:	
NASA POC:	Software Control Class:	Low Control
Type of Task:	Recurring Task	

2. BACKGROUND

The IT Infrastructure Branch (ITISB) provides centralized web and database products and services to NASA and NASA Langley Research Center (LaRC) community. The environment used to support these services consists of a heterogeneous network of Unix, Linux, Windows, and Mac servers. Onsite system administration is required to maintain resource availability and Information Technology (IT) security for NASA personnel, contractor, and temporary employees, within and outside the LaRC network domain.

3. OBJECTIVE

The objective of this task assignment is to provide superior system administration, application, and WWW services support to LaRC and the Agency.

4. GENERAL IT SUPPORT SERVICES

Services Specified Through Exhibit A:

System Administration, IT Security Administration, Hardware Maintenance, and System Software Management are required, and a complete listing is available at <http://146.165.42.41/FMRes/FMPro?-DB=hardware.fp5&-Lay=form&-Token=25&-Format=ZTableVw.htm&-Error=ZErr.htm&-SortField=ecn&-SortOrder=Ascend&-SortField=item&-SortOrder=Ascend&-SortField=serial&-SortOrder=Ascend&-Findall>

Maintenance of Software Developed By or For LaRC:

None.

Customer Support and IT Consultation and Training:

Customer support shall be provided utilizing the business help desk model and services as defined in the task for Help Desk for OCIO.

Training to customers will be provided as defined below for each area. Any deviations from the training and consultation requirements for customers must be established as a separate task to meet specific requirements.

Exceptions and Additional Requirements:

The IT Infrastructure Branch (ITIB) provides NASA and the Langley Research Center web products and services and oversees the Center's web environment utilizing a heterogeneous network of Unix, Windows, and Macintosh servers. As part of the Center's Information Technology Service Pool, the services and products provided are described in detail below.

Customer Support and Consultation

- Respond to customer support from emails (generated by customer, Change Request System, or help desk) or business help desk within a specified period of time.
- System, security, database, and application administrators collaborate to resolve or mitigate the problem for the customer.
- Status is provided to the Technical Area Monitor of the problem, resolution, or mitigation.
- Perform trouble shooting and correction as problems are identified by end users or systems monitoring software.
- Utilize Agency mandated communication standards for email, calendaring and instant messaging.

Reporting

- Cost reports for a particular month are posted the 15th of the following month. Each report consists of actual and estimated cost, funding level, and other direct costs.
- Technical progress reports are provided on a monthly basis and contain work accomplishments, milestone reports, problem areas and corrective actions, deviations in cost/schedule, and work to be accomplished for next month.

System Software Administration

- Installation, configuration, and management of system software.
- User and group account management in accordance with established policies, regulations and best practices.
- Continuous monitoring and optimization to maintain peak performance.
- Impact analysis and testing prior to the installation of patches, updates, and upgrades. Unless precluded by other considerations, operating system must be upgraded and maintained at most current level available.

- Research, analysis, planning, and testing of future operating system directions.
- Customer support and consultation.
- Research and complete Agency, Center, and Governmental certifications.
- Analyze, research, configure, and maintain servers for compatibility with specific application software.

Internet Service Provider

- Establish, monitor, migrate, maintain, and remove virtual web sites.
- Perform customer support and consultation on the Center web environment.
- Install, configure and manage as needed monitoring software, web trends analysis software, search engine, and scripting capabilities.
- Monitor, maintain, and refresh server logs, search engine indexes, and analysis reports.
- Work with the Center firewall team to establish, monitor, and remove access to specific web sites.
- User and group account management in accordance with established policies, regulations and best practices.
- Establish, maintain, and remove web site access rules and SSL certificates.

Maintain Expertise and Provide Knowledge

- Review and recommend new technologies to the TAM/Alternate TAM.
- Provide Biweekly Status Review and project/ management meetings as necessary.
- Participate in brief tagups with TAM/Alternate TAM on a daily basis to status current activities.

Security Administration

- Maintain, evaluate, and perform at least a yearly revision to the Centralized Web and Database Servers Information Technology Security Plan which includes current environment,

hardware specifications, software names and versions, vulnerability reporting and mitigation, disaster recover planning, and user security awareness.

- Meet all requirements in support of the Certification and Accreditation process.
- Monitor, review, evaluate, and respond to security breaches reporting any incidents to the ITSM, TAM/Alternate TAM upon discovery.
- Research and accomplish Agency, Center, and Governmental certifications and required training.
- Attend monthly security briefings and review security bulletins, evaluate information disseminated, and provide impact analysis to TAM/Alternate TAM.

Data Backup and Recovery Administration

- Establish, maintain, manage, and review back up procedures and reports as scheduled.
- Restore data and systems as required ensuring restorative process is complete and accurate.
- Verify backup restorations are viable on a periodic basis.

Task Management

- Install, configure, maintain Task Management System.
- Future directions: analyze new system (RT).
- Timely response to all task requests.
- Capture complete history of the tasks progress through completion.
- Documentation of significant activities building a system administration knowledge base.

Hardware Administration

- Install, monitor, and add power, network and back up devices as needed.
- Future directions: research, analysis, planning, testing, installation, relocation, and excessing of hardware.

- Manage, evaluate, and recommend hardware purchases and consolidations.
- Establish, monitor, review, update, and manage the Configuration Management Database.
- Research, recommend, plan, and migrate to new hardware components.
- Provide customer support and consultation to property custodian, ODIN point of contact, and TAM/Alternate TAM.
- Monitor hardware performance, utilization, and availability. Recommend and implement changes to procedures and increase efficiencies.
- Monitor hardware components and replace failing components.
- Provide a 3-year hardware capital plan showing life cycle planning and purchasing requirements.
- Provide input into procurements for hardware.
- Maintain accurate list of servers (server map) include pertinent information such as purpose, containers, network location and hardware refresh date.

Facility Management

- Evaluate and manage facility availability, computer racks, power strips, server switches, network components (jacks, interface cables, network circuits), power, temperature, humidity, physical security, and integrity.
- Review access logs and respond to security breaches.
- Manage visitors.
- Report critical incidences to TAM/Alternate TAM and provide file document in Task Management System.

Documentation

- Create, research, evaluate, and prepare in final format Monthly Technical Status Reports, white papers, incident reports, security breaches, and facility layouts.
- Document all technical task procedures and add them to the SA Documentation website.
- Biweekly Agendas and meeting minutes are added to the LDMS.

End of Life Systems Management

-Archive, remove, and manage a library of removed systems and web sites.

General IT Support Services Performance Metrics

Performance Standard: The systems to which these services apply are kept up to date with minimum disruption in capability. Minimum disruption is defined as an inoperable server for more than four business hours. Communications are delivered to end users in a timely fashion.

Performance Metrics:

- Exceeds: All notifications of updates or upgrades are acted upon and all approved upgrades are installed on schedule and without disruption and improvements to systems are recommended and adopted. Servers are restored within two business hours of disruption. End users are contacted 5 business days prior to an update/upgrade affecting them.
- Meets: All notifications of updates or upgrades are acted upon. All approved upgrades are installed with minor delays and disruptions. Servers are restored within four business hours of disruption. End users are contacted 3 business days prior to an update/upgrade affecting them.
- Fails: Any of the requirements of this section are not satisfied. Servers are restored after more than six business hours of disruption. End users are contacted 1 business day prior to an update/upgrade affecting them.

Performance Standard: All documentation created under this task is accessible, current, easy to locate, and understandable.

Performance Metrics:

- Exceeds: Documentation resides in a single location accessible through a web browser. The contractor modifies documentation and places it into the central repository within 16 business hours of direction to do so by TAM. Contractor maintains prior versions of the documents, accessible to the TAM. Contractor routinely includes documentation describing technical task procedures.
- Meets: Documentation resides in a single location. The contractor modifies documentation and places it into the central repository within 24 business hours of direction to do so by TAM. Contractor maintains prior versions of the documents. Contractor creates technical task procedures as requested.
- Fails: The documentation is not accessible to the TAM. Following the TAMs direction, the contractor takes more than 24 business hours to modify and post the change. The contractor does not maintain prior versions of the documents. Documents describing technical tasks are not added to the SA documentation website.

Performance Standard: The government can provide accurate and valuable feedback to Center Management or the Agency by deadlines specified by the same.

Performance Metrics:

- Exceeds: Contractor delivers to the TAM an impact assessment 5 business days prior to Center Management or Agency deadline. The assessment requires minor or no correction or input from the TAM.
- Meets: Contractor delivers to the TAM an impact assessment 3 business days prior to Center Management or Agency deadline. The assessment requires minimal correction or input from the TAM.
- Fails: Contractor delivers to the TAM an impact assessment either on or following Center Management or Agency deadline. The assessment requires significant correction or input from the TAM.

Performance Standard: The contractor provides Central Server customers reasonable notification of service interruptions.

Performance Metrics:

- Exceeds: The contractor notifies customers of scheduled service interruptions, which last more than 4 to 8 business hours, 5 business days prior to interruption during the evaluation period.
- Meets: The contractor notifies customers of scheduled service interruptions, which last more than 4 to 8 business hours, within 5 business days prior to interruption.
- Fails: The contractor does not notify customers of scheduled service interruptions. The contractor notifies customers of scheduled service interruption within 1 business day prior to interruption.

Performance Standard: The systems software to which these services apply is fully operational and kept up-to-date with no significant disruption in capability. Significant disruption is defined as inoperable server for more than four business hours.

Performance Metrics:

- Exceeds: Software upgrades are installed and fully operational within 3 days of receipt (or approval, if later) with no loss of data. Anomalies or inefficiencies are recognized and reported to the vendor or the availability of superior software is recognized and reported to the line manager and TAM.
- Meets: Software upgrades are installed and fully operational within 5 days of receipt (or approval, if later) with no loss of data.
- Fails: Any of the requirements of this section are not satisfied. Data is lost. Upgrades are done after agreed deadline.

Performance Standard: Documentation including but not limited to reporting on the attached exhibits, system configuration information, and systems management regarding the use of application software covered by this requirement is complete, understandable, and up to date.

Performance Metrics:

- Exceeds: Documentation is error free, complete and up-to-date. Significant improvements have been made in the clarity of documentation or documentation is proactively sought from all sources. Documentation is complete, final, and delivered 5 business days prior to deadline.

- Meets: Documentation is complete with only minor errors noted. Documentation is complete, final, and delivered on the deadline.
- Fails: One or more required documentation components are not available. Documentation is complete, final, and delivered after the deadline.

Performance Standard: Quality customer support services are provided to the Center within the stated support thresholds during the contract year.

Performance Metrics:

- Exceeds: The TAM receives less than 3 customer complaints during the evaluation period concerning lack of contractor service quality. The contractor does not exceed customer support thresholds as stated in the work area requirements except with the written consent of the TAM.
- Meets: The TAM receives 4 - 6 customer complaints during the evaluation period concerning lack of contractor service quality. The contractor does not exceed customer support thresholds as stated in the work area requirements except with the written consent of the TAM.
- Fails: The TAM receives more than 6 customer complaints during the evaluation period concerning lack of contractor service quality. The contractor does exceed customer support thresholds as stated in the work area requirements without the written consent of the TAM.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

None.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None.

10. JOINT REVIEW SCHEDULE

A Joint Review shall occur biweekly to discuss this task. The time and length shall be mutually determined by the required attendees. The following persons or their alternates are required to attend: NASA TAM/Alternate and Contractor personnel assigned to task.

Technical performance, timeliness, cost, and staffing will be discussed. The Contractor will maintain minutes; minutes from each meeting will be emailed to participants the following business day for review and corrected where necessary.

11. PERIOD OF PERFORMANCE

This TA is effective from 02/01/03 to 04/27/10

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 60% Timeliness: 40%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's lead personnel; specific work plans; and the associated estimated labor hours, cost and schedule.

14. FUNDING INFORMATION

Funding has not been entered for this TA.

15. MILESTONES

None required.

16. DELIVERABLES

Number	Deliverable Item	Deliverable Schedule
1	Monthly Cost Report	Monthly Report by the 10th.
2	Technical Progress Reports	Monthly by the 15th.
3	Assessments, Technical Papers, Studies	As agreed by Task Lead and TAM.
4	Hardware Capital Plan	Once during performance period.

17. FILE ATTACHMENTS

None.